DDA SUBJECT FILE COPY

ROUTING AND RECORD SHEET

SUBJECT (Optional)

Telephone Actions During April

	EXTENSION	NO DDA 87-1032
STAT **FROM:** Executive Assistant to the DDA 7D-24 Headquarters		DATE 14 May 1987

TO: (Officer designation, room number, and building)	DATE RECEIVED	DATE FORWARDED	OFFICER'S INITIALS	COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)
STAT OC-AMD/SS/LOG				
STAT 2. OF/SO 1213 KEY				
STAT DC/SS/OIT 2D0105, HQS				
STAT OL/IMSS/DAS				
STAT 5 EXO/OMS 1D4061, HQS				
STAT EXO/OP				
STAT C/OS/AF/LS				
STAT 8. C/AS/OTE 1016 C of C				
9.				
10.				
11.				
12.				
13.				
14.				
15.				

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FORM 610 USE PREVIOUS EDITIONS
1-79

14 May 1987

STAT

Memorandum For: Telephone Focal Points, DA

From: _____   EXA/DDA

Subject: Telephone Actions During April

1. This paragraph summarizes OIT's telephone actions for the Directorate of Administration during April 1987:

Telephone Actions Completed

OFFICE	SECURE PHONES	NON-SECURE PHONES
O/DDA	9	0
OIT	228	0
OC	11	186

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With the exception of the nine O/DDA telephone actions (which were surveyed in October 1986), all other work was performed _____ in support of the major renovations there. Thus, as in March, almost no additional routine DA telephone work was completed. The good news is that all of the _____ Building renovation telephone work is completed. OIT expects to be able to accommodate a normal workload of routine telephone requests during May.

2. This paragraph summarizes the work orders which have been assigned to OIT telephone installers during May:

Telephone Actions Scheduled

OFFICE	WORK ORDERS
OIT	3
OF	1
OL	1
OP	1
OS	2 (1 is a major upgrade, 59 telephones)

3. Currently, OIT's queue of DA telephone requests which have not been started is around 800 actions--a six-months backlog. In other words, new telephone requests of a routine priority which you submit today are not likely to be completed for at least six months. This backlog is caused by three situations:

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2) the other major telephone work which OIT is performing (such as major renovations at [   ] Building and installing the secure PBX at Headquarters); and,

3) the myriad of personnel relocations experienced within the Directorate of Administration.

The only one of these three which you and I can do anything about is number 3. To the extent possible, we must minimize the number of telephone relocations caused by elective shuffling of our people in existing office spaces. (By comparison, the DA has submitted several times as many telephone requests as either the DO or DI.)

4. I understand that OIT is making good progress in completing its on-line telephone work order database. They hope to be able to give each focal point read-only access to it during June. Once that database is available you will be able to check on the status of your work orders (by office or by work order number), and to see where your work fits relative to other DA work in queue. OIT performs telephone work in priority order by oldest request submission date within priority.

5. As I mentioned in an earlier letter, OIT is beginning to install new secure telephones in Headquarters building. This activity will continue during the rest of the calendar year. One side-benefit of this work is that as each room is surveyed by the OIT team, additional secure telephone work can be completed at that time (such as relocations, additional telephones, and ring changes). Any outstanding Headquarters secure telephone work orders will be completed during this activity.

6. I would welcome any suggestions you have which would enable us collectively to manage our telephone actions better. For now, we are facing the familiar problems of too many requests for too few service people. Call me with your thoughts and ideas. And thanks again for your help in making the best of our current situation.

STAT

ORIG:EXA/DDA

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